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**From:** Nassif, Julianne (DPH)  
**Sent:** Friday, May 04, 2007 1:07 PM  
**To:** Piro, Peter (DPH); Stevenson, Allan (DPH); Salemi, Charles (DPH)  
**Subject:** RE: Software/instrument Malfunction

Peter,  
Bob Maas agreed to a new instrument yesterday. Please let me communicate with him directly about this matter.  
Thanks,  
Julie

-----Original Message-----

From: Piro, Peter (DPH)  
Sent: Friday, May 04, 2007 12:59 PM  
To: Stevenson, Allan (DPH); Nassif, Julianne (DPH)  
Subject: FW: Software/instrument Malfunction

-----Original Message-----

From: [thomas\\_nagy@agilent.com](mailto:thomas_nagy@agilent.com) [[mailto:thomas\\_nagy@agilent.com](mailto:thomas_nagy@agilent.com)]  
Sent: Friday, May 04, 2007 11:57 AM  
To: Piro, Peter (DPH)  
Subject: Re: Software/instrument Malfunction

Thanks Pete:

I have forwarded this info. to Steve Hite.

Tom

----- Original Message -----

From: Piro, Peter (DPH) <[Peter.Piro@state.ma.us](mailto:Peter.Piro@state.ma.us)>  
To: [thomas\\_nagy@agilent.com](mailto:thomas_nagy@agilent.com) <[thomas\\_nagy@agilent.com](mailto:thomas_nagy@agilent.com)>  
Cc: Stevenson, Allan (DPH) <[Allan.Stevenson@state.ma.us](mailto:Allan.Stevenson@state.ma.us)>; Nassif, Julianne (DPH) <[Julianne.Nassif@state.ma.us](mailto:Julianne.Nassif@state.ma.us)>;  
[Bob\\_Maahs@agilent.com](mailto:Bob_Maahs@agilent.com) <[Bob\\_Maahs@agilent.com](mailto:Bob_Maahs@agilent.com)>  
Sent: Fri May 04 09:56:03 2007  
Subject: Software/instrument Malfunction

Tom,

The new version of software that came with the computer aborted my sequence during my second run. After injecting a sample, and while running, chemstation closed down. Everything needed to be rebooted to get the instrument to work. If your in-house people claim this software can do thousands of injection without a problem then maybe my instrument needs to finally be replaced.

Peter Piro

Drug Laboratory